



Ivanhoe Aqua Power GRIEVANCE POLICY

POLICY NAME	Grievance Policy
DATE OF ISSUE	10th February 2023
POLICY COVERAGE	<p>This policy applies to the Ivanhoe Aqua Power club ('Club') and all Ivanhoe Aqua Power activities including - training sessions (in and out of the water), meetings, social events, competitions and IAP PB nights.</p> <p>This policy applies to all Club Members and individuals involved in the Club (paid and volunteer) including, but not limited to:</p> <ul style="list-style-type: none">• Committee• Coaches• Participants• Families• Spectators• Swimmers
DATE OF REVIEW	January 2023
CONTROLLING BODY	Swimming Australia/Swimming Victoria

1. INTRODUCTION

1.1 Where a Member of the Club has a grievance arising from their involvement in the activities of the Club, whatever that may be, with another Member, or individual of the Club, and that Member considers that the grievance warrants investigation and action by the Club, that Member shall follow the procedure in this policy. If the grievance is a matter which is dealt with in the Swimming Australia SafeSport Framework it shall be dealt with in accordance with the Member Protection Policy.

2. CLUB GRIEVANCE OFFICER

2.1 The Member shall contact the Club Grievance Officer, who has been appointed by the Committee, and advise that they have a grievance that they wish to discuss. The identity of the Club Grievance Officer will be communicated to all members of the Club in writing each year. Where a grievance is to be submitted in writing it should be addressed clearly to the Club Grievance Officer, and marked "Private and Confidential". The Club Grievance office can be contacted via email at iapgrievanceofficer@gmail.com



2.2 If the Club appointed Club Grievance Officer is unable to be unbiased against, or in favour of, the Member concerned then the Committee shall Appoint a Grievance Officer without bias specifically to hear the matter.

2.3 If the grievance concerns child protection, the Club Child Protection Officer should be contacted at iapchildprotectionofficer@gmail.com

3. ACTION BY CLUB GRIEVANCE OFFICER

3.1 Where a grievance has been received by the Club Grievance Officer, she/ he shall as soon as practicable, discuss the grievance with the aggrieved party. The Club Grievance Officer may take whatever steps and conduct and whatever investigations are necessary to determine whether a grievance is legitimate.

3.2 Where the Club Grievance Officer determines that the grievance is legitimate she/he shall take all necessary steps to resolve the grievance. She / he may recommend to the Committee what she/ he considers an appropriate action.

3.2 Where the Club Grievance Officer determines that the grievance is not legitimate she/ he shall advise the aggrieved party accordingly in writing. If the aggrieved party is not satisfied with the Club Grievance Officer's determination they may appeal to the Club Committee.

3.3 Where the Club Grievance Officer is unable to resolve a grievance or considers the grievance of a very serious nature he shall report the grievance to the President, and/or Secretary and/or the Club Committee.

3.4 All grievances received by the Club Grievance Officer, and all information surrounding the circumstances of a grievance which is discovered by the Club Grievance Officer on investigation shall be confidential and may only be communicated to the President and/or Secretary and/or the Club Committee, who shall also be bound by that confidentiality.

4. PROCEDURE BY THE CLUB GRIEVANCE OFFICER

4.1 In investigating a grievance and/or determining its legitimacy, the Club Grievance Officer shall observe the rules of natural justice.